NATURAL NEWS

The Field Museum
Exploring
The Earth And Its
People

June 14, 1996

Welcome! Please join Museum Affairs in welcoming **Melissa Hilton** who joined the Museum on June 6 as Director, Economics and Administration. Most recently she served as Director of Programs Management at the Museum of Science & Industry. Melissa had previously worked for six years as a public finance investment banker. She can be reached at x434.

--- **Laura Gates,** Vice President for Museum Affairs

MAILROOM ALERT
(Frantz on vacation)

From June 17 to July 5, 1996, the Mailroom will be **closed for lunch** between 12:00 noon and 1:00 p.m.

Supplies may be obtained during the regular hours of 8:30 - 11:00 a.m.

Faxes may be dropped off at any time at the drop box by the xerox machine.

For any **questions** during my absence, please call Mike (x253).

Thank you. **Frantz Eliacin**

CENTER FOR CULTURAL UNDERSTANDING AND CHANGE

Thank You!

HOUSEKEEPING
SECURITY
VISITOR SERVICES
AUDIO VISUAL
PHOTOGRAPHY
SPECIAL EVENTS
LIZ EVENTS
PRINT SHOP

On behalf of The Nuveen Forum at The Field Museum Project Team, thank you for helping to make the series of nine Conversations a success. Each of you, including our *Natural News* editor, took the initiative and covered areas that in many cases we had not considered. We also extend our thanks to the staff and curators of Anthropology, as well as, **Peter Crane** and the Academic Affairs staff for the many ways they supported this project. Again, thank you -- it's a pleasure working with such a professional team.

Alaka Wali, Project Director
Jaci Carter, Project Coordinator
Carolyn Blackmon, Project Advisor
Evelyn Henton, Project Facilitator
Jessie Thymes **Maureen Ransom**
Phyllis Rabineau **Chip Stanish**

AMPATO MAIDEN PLACED ON DISPLAY IN WASHINGTON

The National Geographic Society has placed on display the pre-Columbian mummy discovered last September by Field Museum Research Associate **Johan Reinhard** (Anthropology) near the top of 20,700-foot Mount Ampato in Peru. The still-frozen 500 year old body of a teenage girl was exposed to the elements when ash from a nearby active volcano caused ice on Mount Ampato to melt and a ridge at the peak to break away. Doctors at John Hopkins University in Baltimore have examined the remains and concluded the girl died from a powerful blow to the head, probably in a ritual to appease the gods. The discovery is also the cover story in the most recent issue of *National Geographic* magazine.

KLEIN OFFERS MOVING ADVICE

Anthropology Department Registrar **Janice Klein** was one of four panelists at a Round Table Expert Discussion on "Packing and Shipping Fine Art," sponsored by Nordstern Insurance Company of America. Along with two conservators and the head of a fine arts transportation company, Janice addressed approximately twenty insurance brokers from the Chicago area about the precautions museums take to protect their objects when they are being transported.

The *Natural News* is edited by **Carolyn Klyce** in the President's Office. The deadline for all submissions -- in WordPerfect on floppy disk or via email to klyce@fmppr.fmnh.org -- is Tuesday at noon.

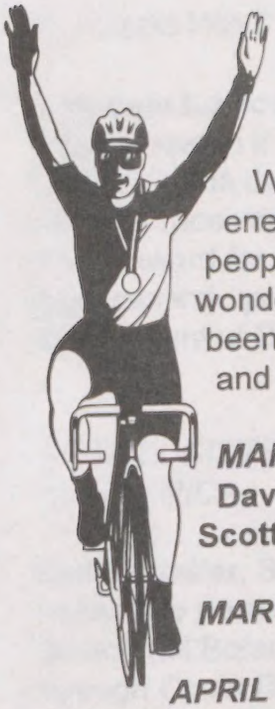
CENTER FOR EVOLUTIONARY AND ENVIRONMENTAL BIOLOGY

CALLING ALL RESEARCHERS: Taxonomic Expertise Database Under Development

ASC has been funded by the National Biological Service, in cooperation with several other federal agencies, to develop a Taxonomic Resources and Expertise Directory (TRED). The TRED will be made available over the Internet for use by anyone interested in locating taxonomic resources. ASC will analyze the data to help governmental agencies assess gaps in our taxonomic knowledge and human resource needs and develop a strategy to fill these gaps.

The survey seeks information from researchers anywhere in the world but with special emphasis on those familiar with North American taxa. We are attempting to coordinate the survey and database with similar databases that are being created by colleagues in Mexico, Canada the UK, and Europe.

To be part of this database it will require one to complete a simple questionnaire taking about ten minutes. The TRED survey is available on the World Wide Web at http://www.ascoll.org/TRED/. If you do not have access to the World Wide Web or would like to have a paper copy, please contact the ASC office (202) 835-9050 or email to tred@ascoll.org.



PUBLIC SERVICES EMPLOYEE RECOGNITION: GOING THE EXTRA MILE

Whether it's assisting confused visitors, welcoming and tidying up after energetic school groups, and preparing for meetings and special events, the people in Audio-Visual, Housekeeping, Security, and Visitor Services do wonderful things for the Museum every day. Since March, supervisors have been keeping their eyes peeled for service that goes beyond the call of duty, and nominating these over achievers for Employee of the Month recognition.

MARCH NOMINEES: **Craig Rich** (Housekeeping); **Clifford Augustus** and **David French** (Security); and **Wayne Gerdes**, **Beverly Gilliam**, and **Addie Scott** (Visitor Services).

MARCH EMPLOYEE OF THE MONTH: **David French**.

APRIL NOMINEES: **Imelda Saucedo** (Housekeeping); and **Valerie Gardner**, **Beverly Gilliam**, **Howard Langford**, and **Addie Scott** (Visitor Services).

APRIL EMPLOYEE OF THE MONTH: **Beverly Gilliam**.

Congratulations to the nominees and Employee of the Month for March and April. Thanks for going the extra mile!

LAPTOP COMPUTER THEFT ALERT

by **Ron Cundiff**, Security

The following information was taken from a US Army Material Command warning. It should be noted by anyone traveling with laptop computers or other valuable carry-ons. While intended for international travelers, it could apply anywhere:

Recently, Brussels airport security advised that one method involved the use of security x-ray machines. The first thief would precede the traveler through the security check point and loiter around the area where carry-on luggage had already been examined. When the traveler places his laptop computer on the x-ray conveyor belt, the second thief would step in front of the traveler and set off the metal detector. While the traveler was being delayed, the first thief would remove the traveler's laptop after it had gone through the x-ray machine and quickly disappear.

A second method of theft occurred at the Frankfurt International Airport. A traveler, who was walking around a crowd of people and carrying his laptop computer in a roll bag, was preceded by the first thief. Just as the traveler got around the crowd, the first thief stopped abruptly, causing the traveler to stop abruptly. When they stopped, a second thief, who had been following just behind them, quickly removed the traveler's laptop from the roll bag and disappeared into the crowd.

All travelers, both international and domestic, are urged to be alert to the above methods. Keep serial numbers, make and model information of your computers, and any other items of value, separate from the items so you can give precise information to the authorities if the items are stolen.

LUTZONI WINS AWARD

François Lutzoni, who will join The Field Museum in January as Assistant Curator in the Department of Botany, recently received the Twelfth Annual Perry Award for the best Ph.D. thesis in the academic year 1995-96 in the Department of Botany, Duke University.

MYCOLOGISTS RETURN FROM COSTA RICA

Greg Mueller, **Sabine Huhndorf**, **Fernando Fernandez**, and **Betty Strack** (all Botany) followed the rains through Costa Rica collecting fungi in oak dominated forests starting in the south near Panama and ending in the north near the Nicaraguan border. This was the first trip for Sabine, Fernando and Greg on Sabine's NSF PEET grant, and it was a great success with Sabine and Fernando finding a number of genera and species germane to the project. Greg and Betty were primarily working on Greg's ongoing project on the mushrooms and related fungi of Costa Rican oak forests that is supported by NSF/US-A.I.D. and NIH. Several new species and a number of new records for the country were collected. The number of species encountered in their permanent 0.1 ha (roughly 1/4 acre) plot now stands at nearly 200 species.

In addition to finding an incredible number of specimens, Greg gave a seminar at the University of Costa Rica and worked with his students. While at Las Cruces Biological Station / Wilson Botanical Garden, the group met with Research Associate **Luis Diego Gomez** (Botany) and admired the rebuilding of the station following the fire that devastated the station in November 1994. Greg and Betty spent the last week of the trip in the Guanacaste Conservation Area working with collaborators at INBio and meeting with Dan Janzen to discuss the next phase of their research and to get updated on the status of the ATBI (All Taxa Biotic Inventory) that just received a large grant from the Dutch Government.

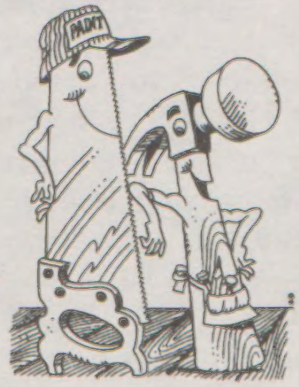
CONSTRUCTION BRIEFS:

The firm of Jacobs/Ryan Associates has been chosen for **landscaping** improvements to begin next week.

Exhibit Partners, Inc. has been chosen to relocate the **Dino-Store** outside **Life Over Time**. This work will begin as soon as possible.

Reminder: **Dining Room A** and **Classroom 4** are no longer available for scheduling regular events.

Patience please: While all this major work requires attention from our FP&O personnel, they are also coping with smaller special projects (such as fixing up the Zoology Chair's office and the Botany lab). And all this is in addition to the regular, ongoing work required to maintain a 75-year-old building. -- Carolyn Klyce (x642)



VISITORS AND OTHER CUSTOMERS: PUBLIC SERVICES TEAMBUILDING AND CUSTOMER SERVICE TRAINING

Q: Who is the customer?

A: Visitors, meeting and special events attendees, and fellow staff members.

Our visitors include the many families, school groups, and individuals who visit the Museum each day. These are our customers, along with those who are here for meetings and special events. And staff members are each other's customers as we interact with each other to run the Museum.

The Public Services Departments - **Audio-Visual, Housekeeping, Security, and Visitor Services** - interact with all of these "customers" on a daily basis. Since February, managers, supervisors, and staff members have been participating in workshops aimed at improved teamwork and customer service.

With all the activities at the Museum, teamwork among departments is essential in order to pass along information and provide support for one another.

Teambuilding was the focus of the first workshop series, conducted by ServiceMaster. The sessions took place on February 14, March 27, and April 23. All managers and supervisors participated, and had an opportunity to learn about the challenges faced by other departments as well as what inspires people to feel they are part of a team working together toward a common goal.

Pace Group customer service training sessions took place on May 20, 28, 29, and 30. All Public Services staff members participated, along with **Museum Store personnel**. "Service cycles" are the interactions that take place between a customer and a service provider. Participants focused on identifying each service cycle from the time a customer arrives to when they leave the Museum. The training emphasized greeting the visitor, making eye contact, listening, and responding to the customer's needs and concerns.

The goal of Public Services, and the Museum stores, is to make sure every Museum experience is a positive one for our customers. – **Paula Brandabur** (x564)

ARTISTS AT WORK: For the last several days artists have been working on a painting on the sidewalk just north of the Museum. This "Tree of Life" is part of the "Spirit '96" festival at Soldier Field. The Chicago Park District issued the permit for this painting and for a grotto installation to the south of the Museum where school children will leave sacred items. Questions? Call **Alaka Wali** x631.